



## COMMUNITY REHABILITATION AND SUPPORT WORKER

### POSITION DESCRIPTION

#### SECTION A: POSITION DETAILS

<b>Position title:</b>	Community Rehabilitation and Support Worker
<b>Employment Status:</b>	Part Time (0.8FTE)
<b>Classification and Salary:</b>	CSD Level 2 from \$47,601 - \$51,273 pa (Pro Rata) dependant on experience
<b>Location:</b>	Neami Doncaster
<b>Hours:</b>	Four days per week, 8.30am – 5.00pm.
<b>Contract Details:</b>	Ongoing

#### ORGANISATIONAL CONTEXT

Neami is a National not for profit mental health organisation that has been providing psychosocial rehabilitation and support to people with a mental illness for over 20 years. A range of federally and state funded programs are offered at 30 service sites in Australia.

As a progressive organisation Neami uses the Collaborative Recovery Model (CRM) to further its commitment to consumer participation and recovery through a strengths-based approach to service delivery. Neami offers a reflective team environment and attractive benefits to all staff. Neami delivers a range of rehabilitation and support services tailored to meet the individual needs of consumers. Working within a recovery based framework, this support is aimed at assisting consumers to develop independent living skills, a sense of social inclusion, and ownership of their recovery. Neami's work with consumers occurs within the context of their community of friends, family and neighbourhood.

#### POSITION OVERVIEW

Community Rehabilitation and Support Workers provide a range of rehabilitation and support to consumers, which are tailored to meet their individual needs. Neami's work with consumers occurs within the context of their community of friends, family and neighbourhood. Community Rehabilitation and Support Workers at Neami work within a collaborative team approach and are supported by regular opportunities to reflect upon their practice.

#### PERIOD OF EMPLOYMENT

Ongoing, subject to a 3-month probationary period

#### ACCOUNTABILITY

The Community Rehabilitation and Support Worker is accountable to the Service Manager and Senior Practice Leader.

#### CONDITIONS OF EMPLOYMENT

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2: \$47,601 - \$51,273 depending on experience. A number of conditions are available to all staff, including generous salary packaging which can increase the take home wage by more than \$7,000 pa (Pro rata). Criminal record checks are mandatory for all new appointments.

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## APPLICATION PROCEDURE

To discuss the position, please contact:

**Andrew Minge, Doncaster Service Manager – 03) 9848 2465**

Applications should include a CV, a Cover Letter explaining your interest in the position and working at Neami. Please include three current referees.

Please refer to the “Apply for a Job” tab on our website to submit your application. Please ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Written applications may be sent to:

Positions Vacant –

Community Rehabilitation and Support Workers

Re: Neami Doncaster

Neami Limited

305 Arthur Street

Fairfield VIC 3078

Further information about Neami Services may be found on the Neami Website: [www.neami.org.au](http://www.neami.org.au)

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## INFORMATION SESSION

We warmly invite you to an information session on Monday 5<sup>th</sup> March 2012 at

Neami Heidelberg  
422 Upper Heidelberg Road  
Heidelberg, VIC 3084

Session Time  
6.00pm – 7.00pm

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## SECTION B: KEY RESPONSIBILITIES

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### PROVIDE DIRECT SUPPORT AND REHABILITATION TO CONSUMERS WITHIN THEIR COMMUNITY

- Engage consumers and develop trusting and professional relationships.
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills.
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment. Using the Collaborative Recovery Model (CRM) protocols work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals.
- Together with the consumer regularly monitor their progress towards their identified goals.
- Plan, facilitate and evaluate group rehabilitation programs
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes.
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work.

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### PARTICIPATE FULLY AS A TEAM MEMBER

- Using the team approach to support work, co-operate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Assist the team to further develop best practice, review and develop policies, and project submissions.
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers.
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future.

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### WORKING WITH COMMUNITY PARTNERS

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer.
- Work closely with clinical case managers in order to deliver the best possible comprehensive service to consumers
- Work closely with community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
- Co-operate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

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### MAINTAIN RECORDS AND RESOURCES

- Collect, collate and maintain data on consumer contact.
- With team members collect information on community resources.
- Regularly report to the Manager regarding achievement of work plan.

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## SECTION C: SELECTION CRITERIA

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### CREATING DIVERSE STAFF TEAMS:

The values, skills, attributes and commitment of our staff are key to Neami's success and reputation as an organisation that provides high quality support services to consumers. Neami is strongly committed to further developing and diversifying its work force, in line with one of our 2011 - 2014 Strategic Direction "Develop a skilled and diverse workforce committed to recovery".

Staff members with Social Work, Occupational Therapy and other Human Services qualifications and experience bring important skills and professional knowledge to the CRSW role. In addition, Neami celebrates multidisciplinary teams and values the rich skills and experiences brought by applicants from other sectors and professions. Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any positions at Neami that match their skills.

So, if you feel your skills and values align with those below, and you are inspired and committed to supporting recovery and working in community Mental Health, we welcome your application!

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### ADHERING TO PRINCIPLES AND VALUES

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope.
  - Demonstrates integrity and credibility, and fosters open honest communication
  - Demonstrates commitment to the organisation and its values
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### WORKING WITH PEOPLE & BUILDING RELATIONSHIPS

- Adapts to the team and builds team spirit
  - Listens, consults others and communicates proactively to address conflict.
  - Develops and openly communicates self-insight such as an awareness of own strengths and areas for development.
  - Clearly conveys opinions and information verbally
  - Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
  - Demonstrates an interest and understanding of others and relates well to people at all levels.
  - Gains agreement and commitment from others by engaging and gaining respect.
  - Promotes ideas on behalf of self or others and supports others to self advocate.
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### PLANNING, ORGANISING AND PROBLEM SOLVING

- Manages time effectively.
  - Sources and organises resources required for a task
  - Is accountable and proactive about reviewing progress and outcomes.
  - Appropriately follows instructions from others and understands and respects authority.
  - Exercises common sense in making judgments and seeks solutions to problems.
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### ADAPTING AND RESPONDING TO CHANGE, AND COPING WITH CHALLENGES

- Adapts to changing circumstances and responds to the reactions and feedback of others.
  - Adapts interpersonal style to suit different people or situations.
  - Shows respect and sensitivity towards diversity
  - Deals with ambiguity, making positive use of the opportunities it presents.
  - Puts appropriate boundaries around personal issues
  - Maintains a hopeful and positive outlook during challenging times at work.
  - Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it.
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### IN ADDITION, YOU WILL NEED:

- computer literacy and written communication skills
- current Australian driver's licence and willingness to undergo a criminal history record check

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## SECTION D: INTRODUCTION TO NEAMI

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### NEAMI'S MISSION AND VISION

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#### ***“Full citizenship for all people living with a mental illness in Australian society”***

Improving mental health and well being in local communities captures what Neami is about, and defines the context in which the organisation operates. Neami takes a holistic view of individuals' mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build their resilience and strength to make their own choices about their recovery.
- Working with consumers to build their confidence while participating in their community.
- Assisting consumers to plan their own program and build their connections with their community.
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life.

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### NEAMI'S VALUES

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Consumers, staff and board members have defined the values, which drive Neami's vision and mission. These values are:

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|----------------------|---------------------------|------------|
| ▪ Self determination | ▪ Hope                    | ▪ Change   |
| ▪ Respect            | ▪ Growth                  | ▪ Choice   |
| ▪ Empowerment        | ▪ Wellbeing               | ▪ Learning |
| ▪ Partnerships       | ▪ Acceptance of diversity | ▪ Quality  |

These shared values put the organisation in the best possible position to realise its vision and mission.

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### A BRIEF HISTORY OF NEAMI

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Neami was formed in 1986, initially offering advocacy services to consumers in Melbourne's northern suburbs. During the early 1990s, Neami worked in partnership with other community groups and the Victorian Department of Health to plan the relocation of consumers from long stay psychiatric hospitals to the community. Neami grew substantially during this time, and by 2000 it became the primary provider of rehabilitation and support services to people with a mental illness in the northern region of Melbourne.

In furthering Neami's commitment to become the leading mental health services provider nationally, Neami expanded across the Victorian border in 2003–2004 and commenced delivering a range of state-funded rehabilitation and support services in South Australia and NSW. Strong partnerships were developed with clinical mental health teams and other community groups, and rapid growth continued in the two years that followed. Between 2007 and 2009, with the addition of a number of federally funded programs, Neami further broadened its reach by establishing services in Western Australia and Queensland. Following substantial interstate growth, Neami secured additional funding in Victoria in 2009–2010 to further expand and diversify its current services to include a homelessness Assertive Outreach program in NSW and sub acute Prevention and Recovery Care service in the northern suburbs of Melbourne.

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## FIVE REASONS TO JOIN NEAMI

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### 1. A QUALITY ORGANISATION

Neami has a passionate commitment and more than 20 years' experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers' view about their recovery. As a result, Neami has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami's belief that consumer participation should influence all levels of decision making. In keeping with this, Neami has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

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### 2. A GROWING ORGANISATION

Neami has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 2500 consumers accessing our service within the past ten years, resulting in employee numbers growing from 50 to 340 staff. This growth has increased our operating budget to \$25 million. This has allowed Neami to grow to 11 Services in New South Wales, five in South Australia, one in Western Australia, two in Queensland, and 11 in Victoria, and we foster ambitious growth plans for the future.

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### 3. A LEARNING ORGANISATION

Neami has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, and 2010. Neami achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, Neami's Service Development team has supported the implementation of the Collaborative Recovery Model across all Neami services. Neami's Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

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### 4. A WELL REGARDED ORGANISATION

Neami has a distinguished reputation, and is highly regarded nationally by the NGO Mental Health Sector, the mental health clinical sector, and the community-housing sector. Neami is a member of VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia.

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### 5. AN ORGANISATION THAT VALUES ITS STAFF

Neami's teamwork is vibrant, reflective and challenging at service delivery, management and Board level – the culture at Neami fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental illness. As well as providing an attractive work environment, Neami provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.